



## Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2018-11-25 To : 2019-01-05

### 1. Satisfaction

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
0	<b>Total</b>	1,31,876	28,902	22	3,025	10	936	31	1,293	43	796	26
1	<b>Cardiology</b>	530	48	9	3	6	0	0	3	100	0	0
2	<b>Haematology</b>	17	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	27,922	4,164	15	437	10	135	31	188	43	114	26
4	<b>Nephrology</b>	28	1	4	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	9,257	1,347	15	116	9	29	25	47	41	40	34
6	<b>Orthopaedics</b>	516	22	4	2	9	1	50	0	0	1	50
7	<b>Otorhinolaryngology</b>	9,682	1,510	16	150	10	52	35	57	38	41	27
8	<b>Paediatrics</b>	8,250	1,024	12	91	9	29	32	39	43	23	25
9	<b>Paediatric Surgery</b>	1,761	246	14	27	11	5	19	15	56	7	25
10	<b>Physical Medicine &amp; Rehabilitation</b>	9,771	1,332	14	142	11	46	32	72	51	24	17
11	<b>Psychiatry</b>	2,722	2,195	81	228	10	78	34	100	44	50	22

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
12	Urology	180	7	4	2	29	0	0	1	50	1	50
13	CTVS	76	14	18	2	14	1	50	0	0	1	50
14	Endocrinology	75	9	12	1	11	0	0	1	100	0	0
15	EYE	6,820	976	14	119	12	40	34	46	39	33	27
16	Skin	14,601	2,986	20	354	12	102	29	167	47	85	24
17	Apex Regional STD Centre	265	35	13	7	20	3	43	2	29	2	28
18	Neurology	75	7	9	0	0	0	0	0	0	0	0
19	Medical Oncology	97	5	5	0	0	0	0	0	0	0	0
20	Cancer Surgery	416	85	20	7	8	2	29	2	29	3	42
21	Dental Surgery	5,002	1,985	40	232	12	78	34	90	39	64	27
22	Neuro Surgery	532	31	6	1	3	0	0	1	100	0	0
23	Pulmonary Critical Case & Sleep	106	10	9	1	10	0	0	1	100	0	0
24	Burns Plastic & Maxillofacial Surgery	231	13	6	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	103	21	20	5	24	2	40	2	40	1	20
26	General Surgery	12,423	1,832	15	189	10	59	31	90	48	40	21
27	Radiotherapy	1,279	71	6	6	8	2	33	2	33	2	34
28	Dept-41	2	0	0	0	0	0	0	0	0	0	0
29	Dept-87	10,387	2,944	28	323	11	90	28	144	45	89	27
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	8,749	5,981	68	580	10	182	31	223	38	175	31
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0

<b>Sr. No</b>	<b>Departments</b>	<b>Patient Visits</b>	<b>Patients with Valid Phone Numbers</b>	<b>Patients with valid phone numbers (%)</b>	<b>Total Responses</b>	<b>Total responses (%)</b>	<b>Very Satisfied</b>	<b>Very Satisfied (%)</b>	<b>Satisfied</b>	<b>Satisfied (%)</b>	<b>Not Satisfied</b>	<b>Not Satisfied (%)</b>
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	1	1	100	0	0	0	0	0	0	0	0
40	Dept-89	0	0	0	0	0	0	0	0	0	0	0

## 2. Reasons for Dissatisfaction (Overall)

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
0	<b>Total</b>	664	273	41	70	11	111	17	5	1	205	30
1	<b>Cardiology</b>	0	0	0	0	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	102	40	39	11	11	22	22	1	1	28	27
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	41	19	46	3	7	5	12	1	2	13	33
6	<b>Orthopaedics</b>	2	1	50	1	50	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	30	10	33	4	13	6	20	0	0	10	34
8	<b>Paediatrics</b>	25	14	56	3	12	2	8	0	0	6	24
9	<b>Paediatric Surgery</b>	6	4	67	0	0	0	0	0	0	2	33
10	<b>Physical Medicine &amp; Rehabilitation</b>	20	8	40	1	5	5	25	1	5	5	25
11	<b>Psychiatry</b>	32	10	31	6	19	5	16	0	0	11	34
12	<b>Urology</b>	1	0	0	0	0	1	100	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	24	10	42	0	0	5	21	0	0	9	37
16	<b>Skin</b>	76	21	28	6	8	19	25	0	0	30	39
17	<b>Apex Regional STD Centre</b>	2	1	50	0	0	0	0	0	0	1	50
18	<b>Neurology</b>	0	0	0	0	0	0	0	0	0	0	0
19	<b>Medical Oncology</b>	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
20	Cancer Surgery	3	1	33	0	0	0	0	0	0	2	67
21	Dental Surgery	51	24	47	3	6	11	22	0	0	13	25
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	34	10	29	4	12	3	9	0	0	17	50
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	72	32	44	9	13	10	14	2	3	19	26
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	143	68	48	19	13	17	12	0	0	39	27
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0
40	Dept-89	0	0	0	0	0	0	0	0	0	0	0

### 3. Reasons for Dissatisfaction (Drill Down)

#### Staff Behaviour

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
0	<b>Total</b>	272	112	41	44	16	35	13	14	5	3	1	64	24
1	<b>Cardiology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	38	11	29	5	13	7	18	1	3	1	3	13	34
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	21	7	33	5	24	5	24	1	5	0	0	3	14
6	<b>Orthopaedics</b>	1	1	100	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	9	6	67	0	0	0	0	2	22	0	0	1	11
8	<b>Paediatrics</b>	9	5	56	2	22	1	11	0	0	0	0	1	11
9	<b>Paediatric Surgery</b>	4	2	50	0	0	1	25	0	0	0	0	1	25
10	<b>Physical Medicine &amp; Rehabilitation</b>	11	4	36	1	9	1	9	1	9	0	0	4	37
11	<b>Psychiatry</b>	9	6	67	0	0	0	0	1	11	0	0	2	22
12	<b>Urology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	10	3	30	1	10	3	30	2	20	0	0	1	10
16	<b>Skin</b>	19	7	37	1	5	2	11	1	5	0	0	8	42
17	<b>Apex Regional STD Centre</b>	1	0	0	0	0	1	100	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
18	Neurology	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	24	10	42	3	13	4	17	1	4	0	0	6	24
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	9	2	22	1	11	3	33	0	0	1	11	2	23
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	36	12	33	6	17	5	14	2	6	1	3	10	27
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	70	35	50	19	27	2	3	2	3	0	0	12	17
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with staff behaviour</b>	<b>Doctor</b>	<b>Doctor (%)</b>	<b>Nurse</b>	<b>Nurse (%)</b>	<b>Laboratory/X-Ray technician</b>	<b>Laboratory/X-Ray technician (%)</b>	<b>Pharmacist</b>	<b>Pharmacist (%)</b>	<b>Ward boy</b>	<b>Ward boy (%)</b>	<b>Other Staff</b>	<b>Other Staff (%)</b>
<b>40</b>	<b>Dept-89</b>	0	0	0	0	0	0	0	0	0	0	0	0	0



## Cleanliness

Sr. No	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
0	<b>Total</b>	64	15	23	2	3	9	14	17	27	16	25	0	0	5	8
1	<b>Cardiology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	13	3	23	0	0	1	8	4	31	4	31	0	0	1	7
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	4	0	0	1	25	1	25	0	0	2	50	0	0	0	0
6	<b>Orthopaedics</b>	2	0	0	1	50	0	0	0	0	1	50	0	0	0	0
7	<b>Otorhinolaryngology</b>	3	0	0	0	0	0	0	1	33	1	33	0	0	1	34
8	<b>Paediatrics</b>	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
11	<b>Psychiatry</b>	4	1	25	0	0	1	25	1	25	1	25	0	0	0	0
12	<b>Urology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	<b>Skin</b>	4	1	25	0	0	0	0	2	50	1	25	0	0	0	0
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
18	Neurology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	4	1	25	0	0	1	25	1	25	1	25	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	3	2	67	0	0	0	0	1	33	0	0	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	9	1	11	0	0	1	11	3	33	2	22	0	0	2	23
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	16	5	31	0	0	3	19	4	25	3	19	0	0	1	6
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with cleanliness</b>	<b>Patient registration and waiting area</b>	<b>Patient registration and waiting area (%)</b>	<b>wards</b>	<b>wards (%)</b>	<b>Examination room and table</b>	<b>Examination room and table (%)</b>	<b>Corridors</b>	<b>Corridors (%)</b>	<b>Toilet</b>	<b>Toilet (%)</b>	<b>Bed sheets</b>	<b>Bed sheets (%)</b>	<b>General surrounding</b>	<b>General surrounding (%)</b>
<b>38</b>	<b>Dept-43</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>39</b>	<b>Dept-31</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>40</b>	<b>Dept-89</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

## Cost of Treatment

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
0	<b>Total</b>	96	53	55	38	40	5	5
1	<b>Cardiology</b>	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0
3	<b>Medicine</b>	19	8	42	9	47	2	11
4	<b>Nephrology</b>	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	5	3	60	2	40	0	0
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	6	2	33	3	50	1	17
8	<b>Paediatrics</b>	2	0	0	2	100	0	0
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	6	4	67	1	17	1	16
11	<b>Psychiatry</b>	5	4	80	0	0	1	20
12	<b>Urology</b>	1	1	100	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0
15	<b>EYE</b>	5	1	20	4	80	0	0
16	<b>Skin</b>	16	14	88	2	12	0	0
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0
18	<b>Neurology</b>	0	0	0	0	0	0	0
19	<b>Medical Oncology</b>	0	0	0	0	0	0	0
20	<b>Cancer Surgery</b>	0	0	0	0	0	0	0
21	<b>Dental Surgery</b>	6	3	50	3	50	0	0

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
22	Neuro Surgery	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	2	1	50	1	50	0	0
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	12	5	42	7	58	0	0
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	11	7	64	4	36	0	0
32	Dept-91	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0
40	Dept-89	0	0	0	0	0	0	0

## Quality of Treatment

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
0	Total	7	0	0	0	0	5	71	1	14	1	15
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	1	0	0	0	0	1	100	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	3	0	0	0	0	1	33	1	33	1	34
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	1	0	0	0	0	1	100	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0
16	Skin	0	0	0	0	0	0	0	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	2	0	0	0	0	2	100	0	0	0	0
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with quality of treatment</b>	<b>No relief in symptoms</b>	<b>No relief in symptoms (%)</b>	<b>Health condition worsened</b>	<b>Health condition worsened (%)</b>	<b>Doctor did not listen carefully</b>	<b>Doctor did not listen carefully (%)</b>	<b>Inadequately skilled nurses</b>	<b>Inadequately skilled nurses (%)</b>	<b>Poor quality of food</b>	<b>Poor quality of food (%)</b>
<b>40</b>	<b>Dept-89</b>	0	0	0	0	0	0	0	0	0	0	0



## Other Reasons

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
0	<b>Total</b>	197	70	36	20	10	17	9	0	0	36	18	54	27
1	<b>Cardiology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	27	10	37	3	11	4	15	0	0	6	22	4	15
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	18	6	33	3	17	1	6	0	0	4	22	4	22
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	10	4	40	0	0	0	0	0	0	2	20	4	40
8	<b>Paediatrics</b>	8	0	0	1	13	1	13	0	0	3	38	3	36
9	<b>Paediatric Surgery</b>	2	0	0	0	0	0	0	0	0	0	0	2	100
10	<b>Physical Medicine &amp; Rehabilitation</b>	6	3	50	0	0	0	0	0	0	2	33	1	17
11	<b>Psychiatry</b>	8	3	38	0	0	0	0	0	0	1	13	4	49
12	<b>Urology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	10	4	40	2	20	1	10	0	0	1	10	2	20
16	<b>Skin</b>	26	9	35	1	4	1	4	0	0	7	27	8	30
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
18	<b>Neurology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lackof support	Lackof support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	2	0	0	0	0	1	50	0	0	0	0	1	50
21	Dental Surgery	10	3	30	3	30	0	0	0	0	1	10	3	30
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	17	8	47	0	0	0	0	0	0	0	0	9	53
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	21	9	43	3	14	3	14	0	0	2	10	4	19
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	32	11	34	4	13	5	16	0	0	7	22	5	15
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dis-satisfaction with other reasons</b>	<b>Long waiting time</b>	<b>Long waiting time (%)</b>	<b>Inadequate information</b>	<b>Inadequate information (%)</b>	<b>Lack of amenities</b>	<b>Lack of amenities (%)</b>	<b>Lackof support</b>	<b>Lackof support (%)</b>	<b>Over crowding</b>	<b>Over crowding (%)</b>	<b>Any other</b>	<b>Any other (%)</b>
<b>40</b>	<b>Dept-89</b>	0	0	0	0	0	0	0	0	0	0	0	0	0